



## FAQs Online Access to Request Medication and Appointments

### Q. How can I change my Username / Log in details?

If you register a unique email address you will be able to use this to login rather than the user name and change your password.

On your home screen – **Click on [Add one now?](#)** You will find it in **Your Details** area (see picture below) and add your email address. Alternatively, you can click on change my details.

You will be able to login using your email address once you have received email confirmation that it has been entered onto the system.

**Hall Grove Group Practice**

**Welcome**  
You last successfully signed on about 1 hour ago.

WE CURRENTLY OFFER ONLINE ACCESS TO DOCTORS APPOINTMENTS  
ONCE YOUR UNIQUE EMAIL ADDRESS HAS BEEN CONFIRMED BY THE SURGERY YOU CAN CHANGE YOUR PASSWORD

**Your Appointments**  
You have no appointments booked, do you want to [book an appointment now?](#)

**Your Details**  
**No email address set;** This is used to reset your password. [Add one now?](#)

User name  
NHS number  
Name

**What you can do**  
[Book new appointment](#)  
[Change my details](#)  
[Change my password](#)  
[Logout](#)

**NHS Links**  
[NHS Direct](#)  
[Search for Local Services](#)  
[Common Health Questions](#)  
[NHS Direct Check your symptoms](#)

**CLICK ON "Add one now"**

**CLICK ON "Change my details"**

### Q. How do I change my password?

First you need to register your unique email address.

Click on **"Change my password"** and add your new password into the first and second boxes.

**The system will only accept a change of password once you have provided a unique email address.**

**Hall Grove Group Practice**

**Welcome**  
You last successfully signed on about 1 hour ago.

**What you can do**  
[Book new appointment](#)  
[Change my details](#)  
[Change my password](#)  
[Logout](#)

**CLICK ON "Change my password"**

It may appear that you have changed your password even if you have not provided and received confirmation of your unique email address but unfortunately it will not work.